

**CAHPS® 2005 Adult and
Child Aggregate Report
for
Michigan Medicaid Health
Plans**

- What is the CAHPS 3.0H survey?

Initially stood for Consumer Assessment of Health Plans Study, now the acronym stands alone as a registered brand name

Asks consumers to evaluate different aspects of health care

- Why do health plans administer CAHPS surveys?

To identify areas that need improvement, seek accreditation, or meet state requirements

30 States Require HEDIS/CAHPS for their Medicaid Population

Audited HEDIS Required by Law

- Maine
- Maryland
- Massachusetts
- **Michigan**
- Missouri
- New Mexico
- New York
- Texas
- Utah
- Vermont
- Virginia

HEDIS Required via State Contracts

- California
- District of Columbia
- Minnesota
- Pennsylvania
- Rhode Island

HEDIS/CAHPS Required by Law

- Connecticut
- Florida
- Hawaii
- Indiana
- Iowa
- Nebraska
- Nevada
- New Jersey
- North Carolina
- Oregon
- Washington
- Wisconsin

Limited HEDIS Required by Law

- Arkansas
- Colorado

Source: www.ncqa.org/Programs/PublicPolicy

The following plans are included in the aggregate results:

- CAPE Health Plan
- Community Choice Michigan
- Great Lakes Health Plan
- Health Plan of Michigan
- HealthPlus Partners
- M-CAID
- McLaren Health Plan
- Midwest Health Plan
- Molina Healthcare of Michigan
- OmniCare Health Plan
- Physician's Health Plan of Mid Michigan Family Care
- Physician's Health Plan of Southwest Michigan
- Priority Health Government Programs
- Total Health Care
- Upper Peninsula Health Plan

NCQA Protocol:

- NCQA allows for a mixed (mail and phone) or mail-only protocol.
 - Mixed – 2 questionnaires, postcard reminders after each questionnaire mailing, and telephone follow-up.
 - Mail-Only – 3 questionnaires with 2 postcard reminders after the first two questionnaire mailings.
- All MDCH health plans, except Priority Health chose to administer the mixed protocol (adult survey).

NCQA Required Sample Size:

The NCQA required sample size for the Medicaid Adult survey is 1,350.

The required sample size for the Medicaid Child survey is 1,650.

Plans may over-sample if they choose.

Response Rate Calculation:

$$\frac{\text{Completed mail and telephone surveys}}{\text{Final sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Ineligible members include those who are deceased, members who do not meet the eligible population criteria, members with a language barrier, and members who are mentally or physically incapacitated.

Adult: Sample Size & Response Rate

* indicates over-sampled

<u>Health Plan</u>	<u>Sample Size</u>	<u>Total Completes</u>	<u>Response Rate</u>
CAPE Health Plan	1,350	368	27.8%
Community Choice of MI	1,350	404	30.7%
Great Lakes Health Plan	1,755*	549	33.1%
Health Plan of MI	1,350	461	35.0%
HealthPlus Partners	1,485*	474	32.6%
M-CAID	1,350	533	41.0%
McLaren Health Plan	1,350	464	34.7%
Midwest Health Plan	1,350	333	26.0%
Molina Healthcare of MI	1,620*	414	26.2%
OmniCare	1,350	321	24.7%
PHP of Mid MI	1,755*	384	25.7%
PHP of SW MI	1,485*	361	28.8%
Priority Health	1,350	404	30.2%
Total Health Care	1,485*	374	25.9%
Upper Peninsula	1,350	565	42.5%

Child: Sample Size & Response Rate

* indicates over-sampled

<u>Health Plan</u>	<u>Sample Size</u>	<u>Total Completes</u>	<u>Response Rate</u>
CAPE Health Plan	1,650	365	22.8%
Community Choice of MI	1,650	467	29.1%
Great Lakes Health Plan	1,650	499	31.6%
Health Plan of MI	1,650	493	30.5%
HealthPlus Partners	1,650	479	29.7%
M-CAID	1,650	540	33.4%
McLaren Health Plan	1,650	493	30.3%
Midwest Health Plan	1,650	421	26.8%
Molina Healthcare of MI	1,650	398	24.5%
OmniCare Health Plan	1,650	350	21.8%
PHP of Mid MI	2,145*	541	28.3%
PHP of SW MI	1,650	545	33.4%
Priority Health	1,650	549	34.4%
Total Health Care	1,650	390	24.0%
Upper Peninsula	1,650	631	38.9%

National Benchmark

Adult: Quality Compass 2004 (Medicaid Adult-Public Report) is a collection of CAHPS 3.0H mean summary ratings of the 84 Medicaid adult samples that chose to publicly report their scores in 2004.

Child: CAHPS Booklet is a collection of CAHPS 3.0 mean summary ratings of the 25 Medicaid Child (Non CCC) samples that submitted data to NCQA in 2004.

Benchmarks

- The demographics of a response group may have an effect on the overall satisfaction results:
 - Older members tend to give higher ratings of overall satisfaction.
 - More educated members tend to give lower ratings of overall satisfaction.
 - Members who have been with the plan longer tend to give a higher rating of overall satisfaction.
 - Members who report better health status tend to give higher ratings of overall satisfaction.

Demographic Comparison to Benchmark

– Adult:

<u>Category</u>		<u>MDCH</u>	<u>Quality Compass</u>	<u>Significant Difference</u>
Gender	Male	26.9%	25.3%	Above
	Female	73.1%	74.7%	Below
Race	White	63.5%	52.3%	Above
	Black	25.9%	23.5%	Above
	Hispanic	4.8%	19.0%	Below
	All Other	10.7%	23.4%	Below
Age	18-34	40.3%	38.1%	Above
	35-44	22.8%	21.5%	Above
	45-54	19.8%	17.9%	Above
	55 or older	17.1%	22.4%	Below
Education	High School	68.1%	67.9%	Not Sig.
	Some College	26.9%	25.9%	Not Sig.
	4yr + College	5.0%	6.3%	Below
Duration	<2 years	35.4%	34.7%	Not Sig.
	2 to 5 years	40.4%	38.1%	Above
	5 + years	24.2%	27.2%	Below
Health Status	Excellent/ Very Good	29.7%	33.9%	Below
	Good	29.9%	31.8%	Below
	Fair/Poor	40.4%	34.3%	Above

Demographic Comparison to Benchmark

– Child:

<u>Category</u>		<u>MDCH</u>	<u>CAHPS Benchmark</u>	<u>Significant Difference</u>
Child's Gender	Male	51.1%	51.5%	Not Sig.
	Female	48.9%	48.5%	Not Sig.
Child's Race	White	60.7%	56.1%	Above
	Black	25.3%	23.8%	Above
	Hispanic	10.2%	21.8%	Below
	All Other	14.1%	20.1%	Below
Respondent's Age	18-34	52.7%	54.5%	Below
	35-44	28.4%	29.6%	Below
	45 or older	19.0%	15.9%	Above
Respondent's Education	High School	56.0%	61.4%	Below
	Some College	36.0%	30.3%	Above
	4yr + College	8.1%	8.3%	Not Sig.
Child's Duration	<2 years	34.7%	36.7%	Below
	2 to 5 years	44.1%	41.2%	Above
	5 + years	21.3%	22.3%	Below
Child's Health Status	Excellent/ Very Good	75.8%	75.5%	Not Sig.
	Good	19.1%	18.8%	Not Sig.
	Fair/Poor	5.1%	5.7%	Below

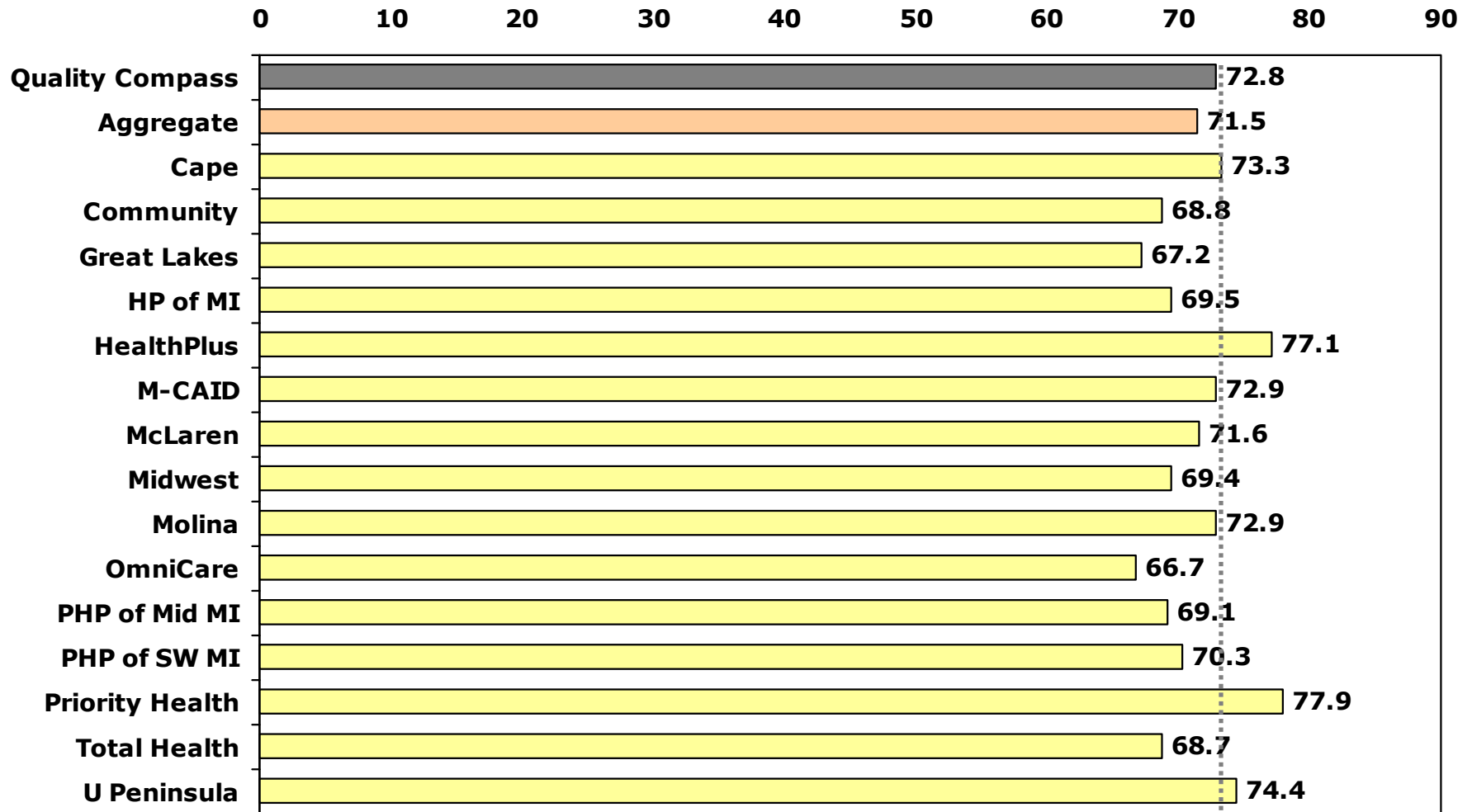
Summary Rate

- Throughout this report results are shown as “Summary Rates.” Summary Rates represent the percentage of respondents who answer in the most positive way, as defined by NCQA.

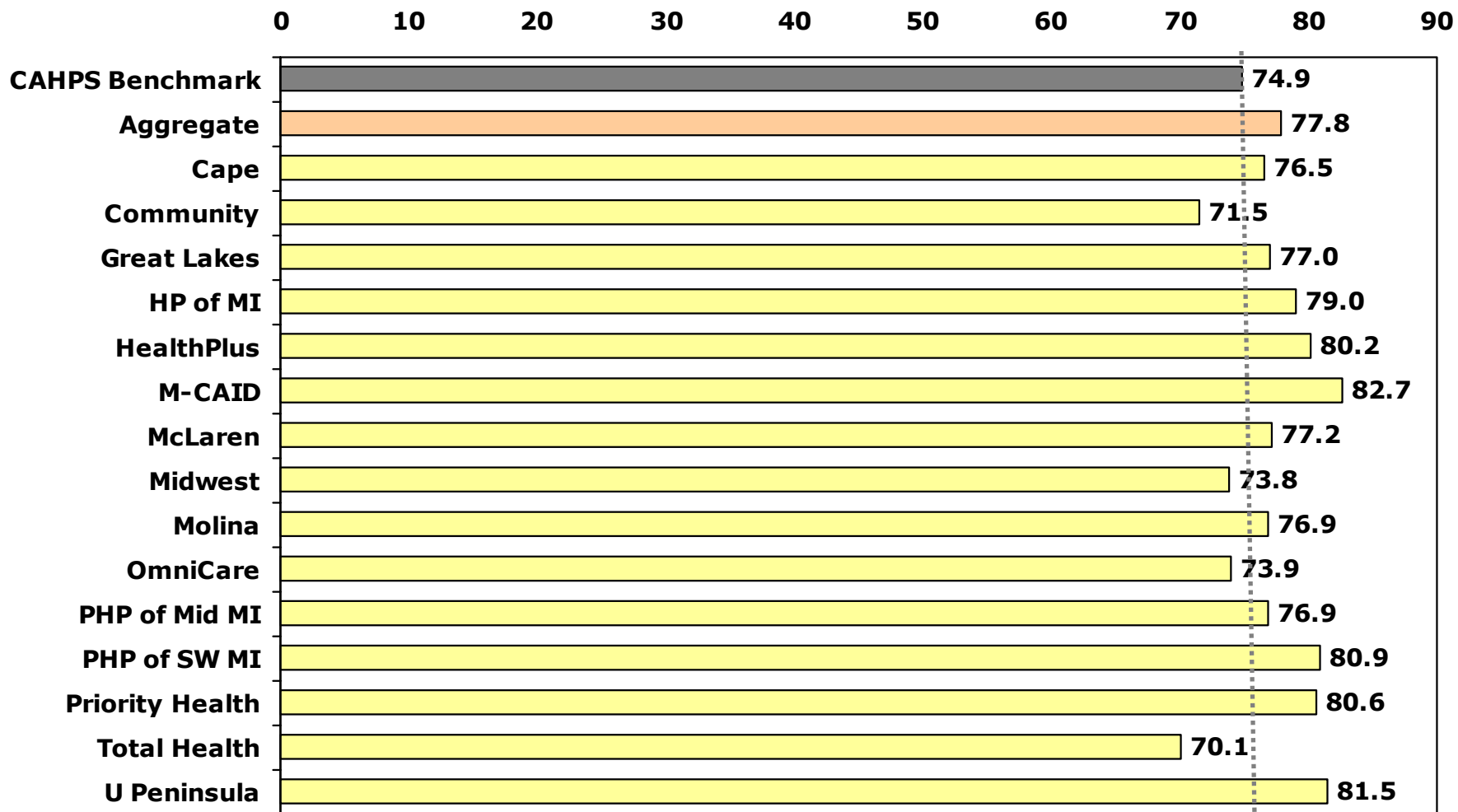
Getting Needed Care

- The Getting Needed Care composite measures the experience members had in the last 6 months when attempting to get care from doctors and specialist. The Summary Rate represents the percentage of members who responded “Not a problem.” This composite includes the following survey items:
 - Getting a provider you are happy with
 - Seeing a specialist
 - Getting care, tests, or treatments necessary
 - Delays in care while waiting for approval

Getting Needed Care - Adult



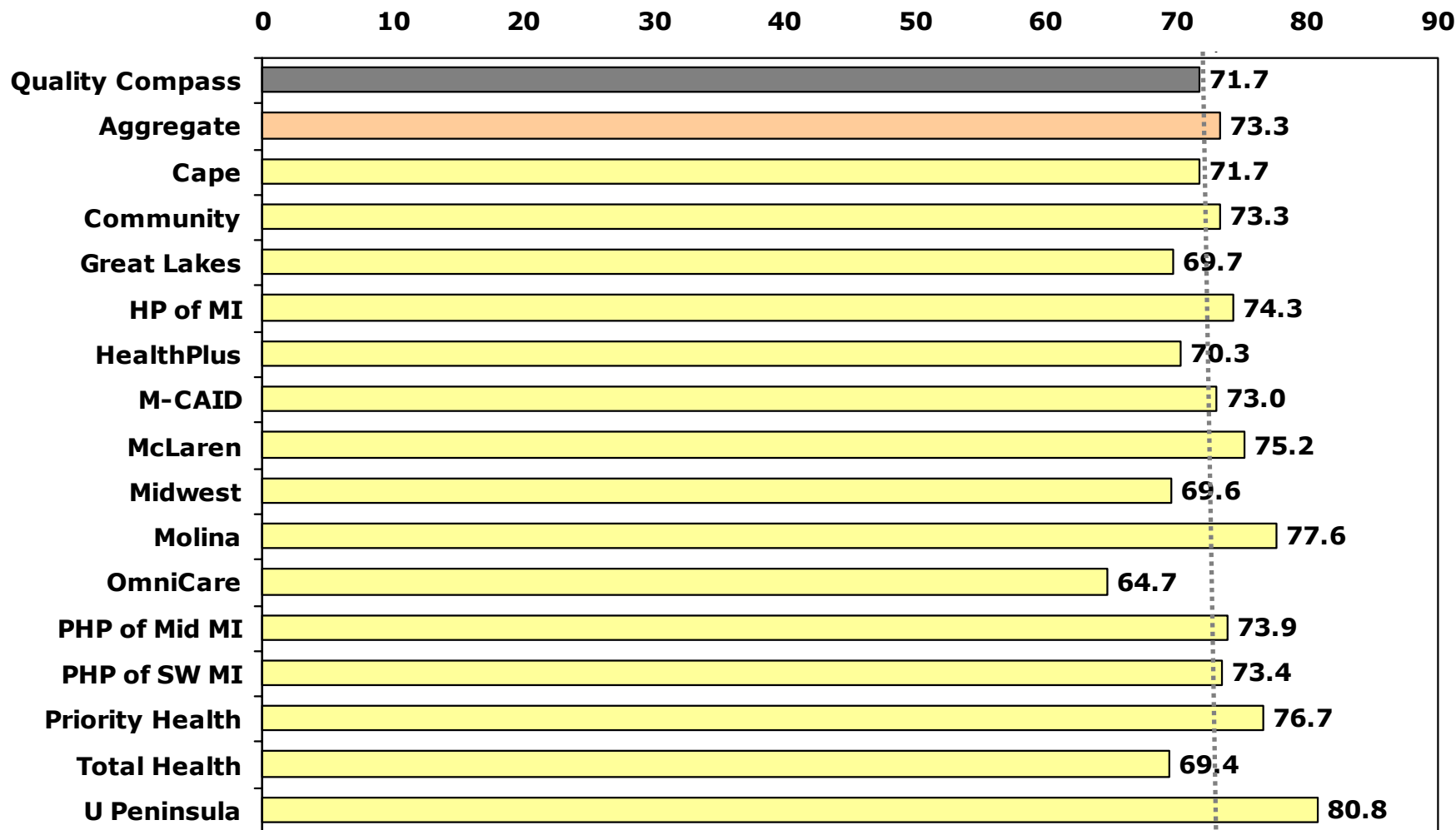
Getting Needed Care - Child



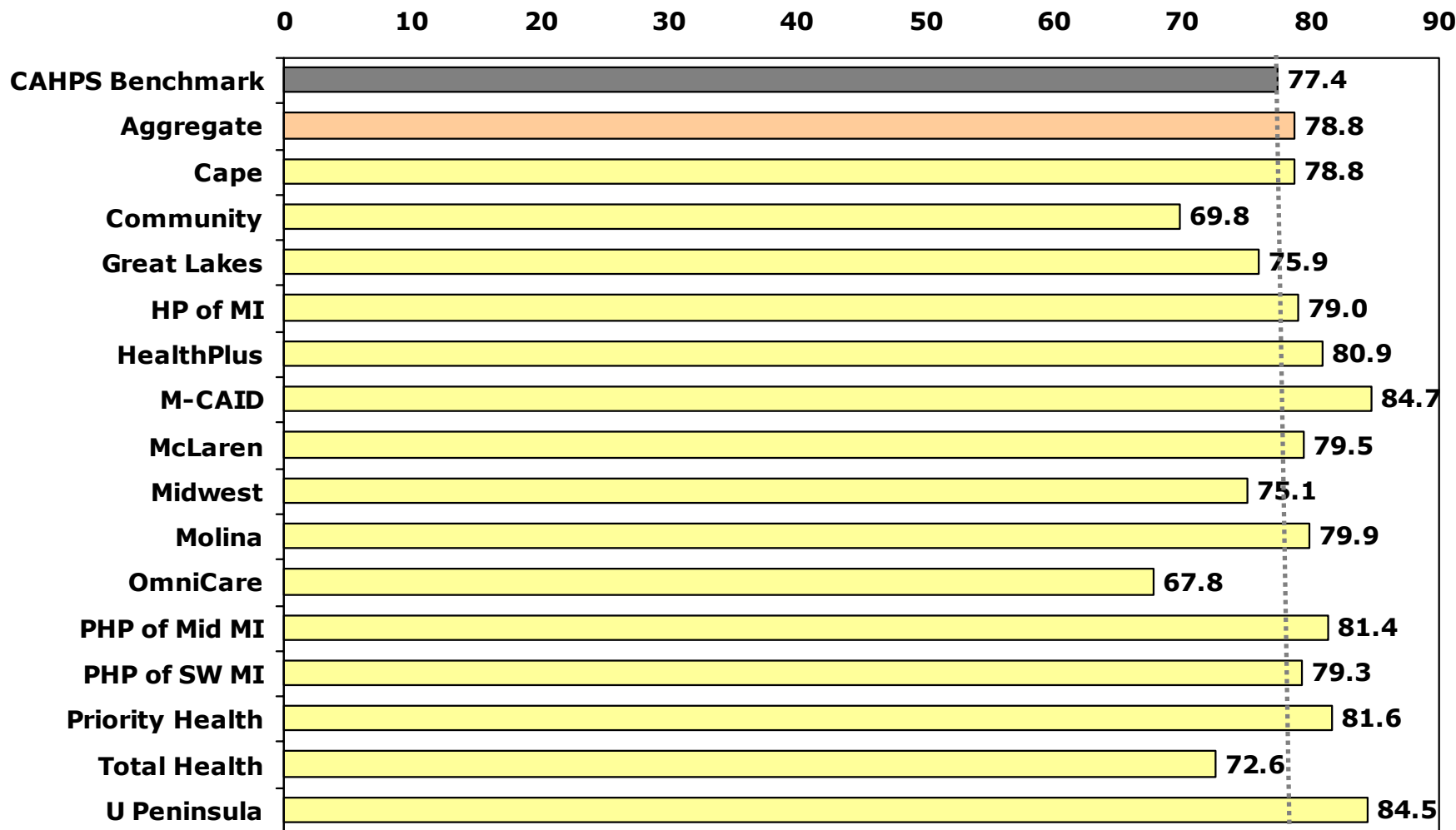
Getting Care Quickly

- The Getting Care Quickly composite measures the member's experiences with receiving care or advice in a reasonable time, and includes experiences with time spent in the office waiting room. The Summary Rate represents the percentage of members who responded "Usually" or "Always." This composite includes the following survey items:
 - Getting the help/advice you needed
 - Obtaining care right away for illness/injury/condition
 - Obtaining care when wanted, not when needed right away
 - Waiting time in the doctors office

Getting Care Quickly - Adult



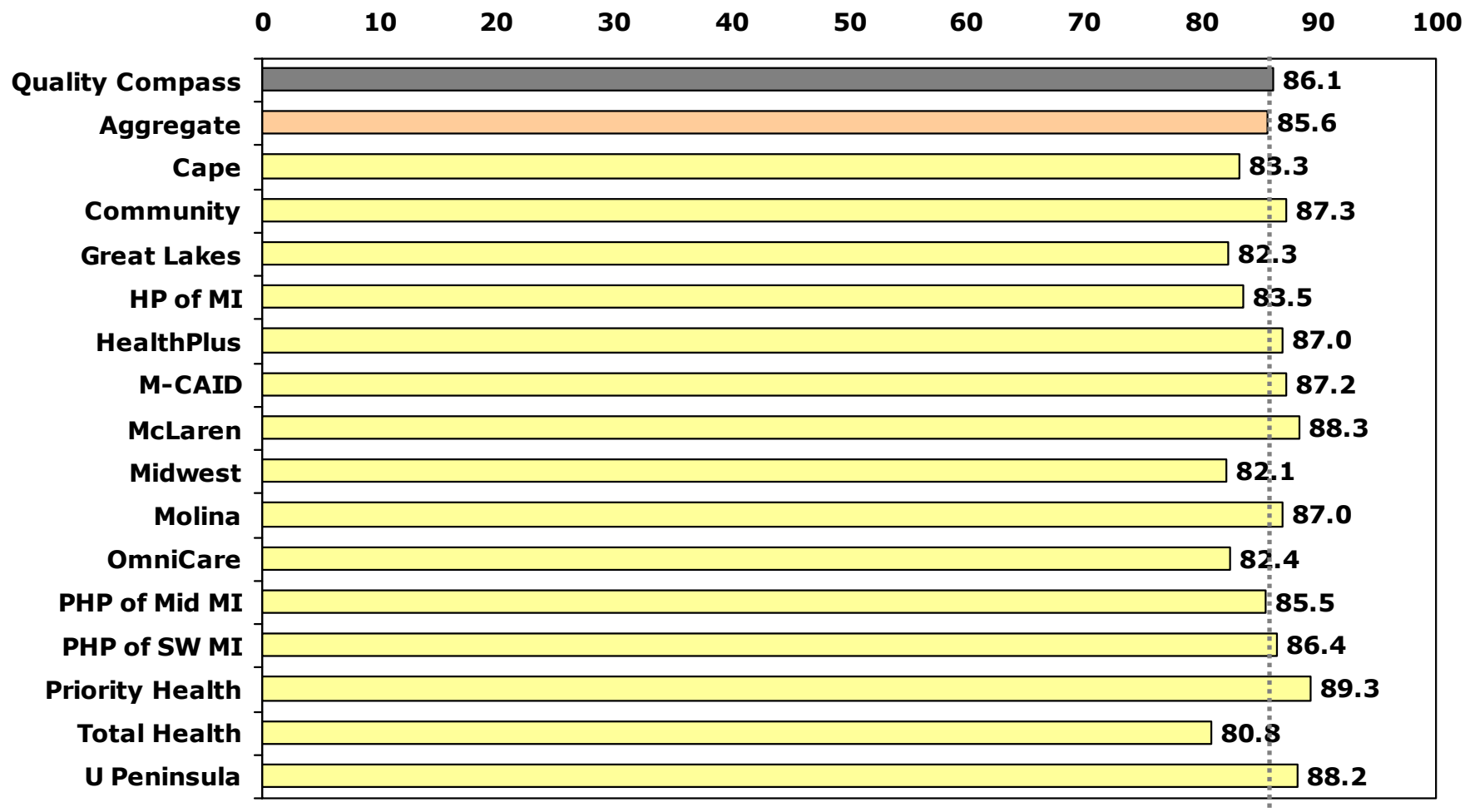
Getting Care Quickly - Child



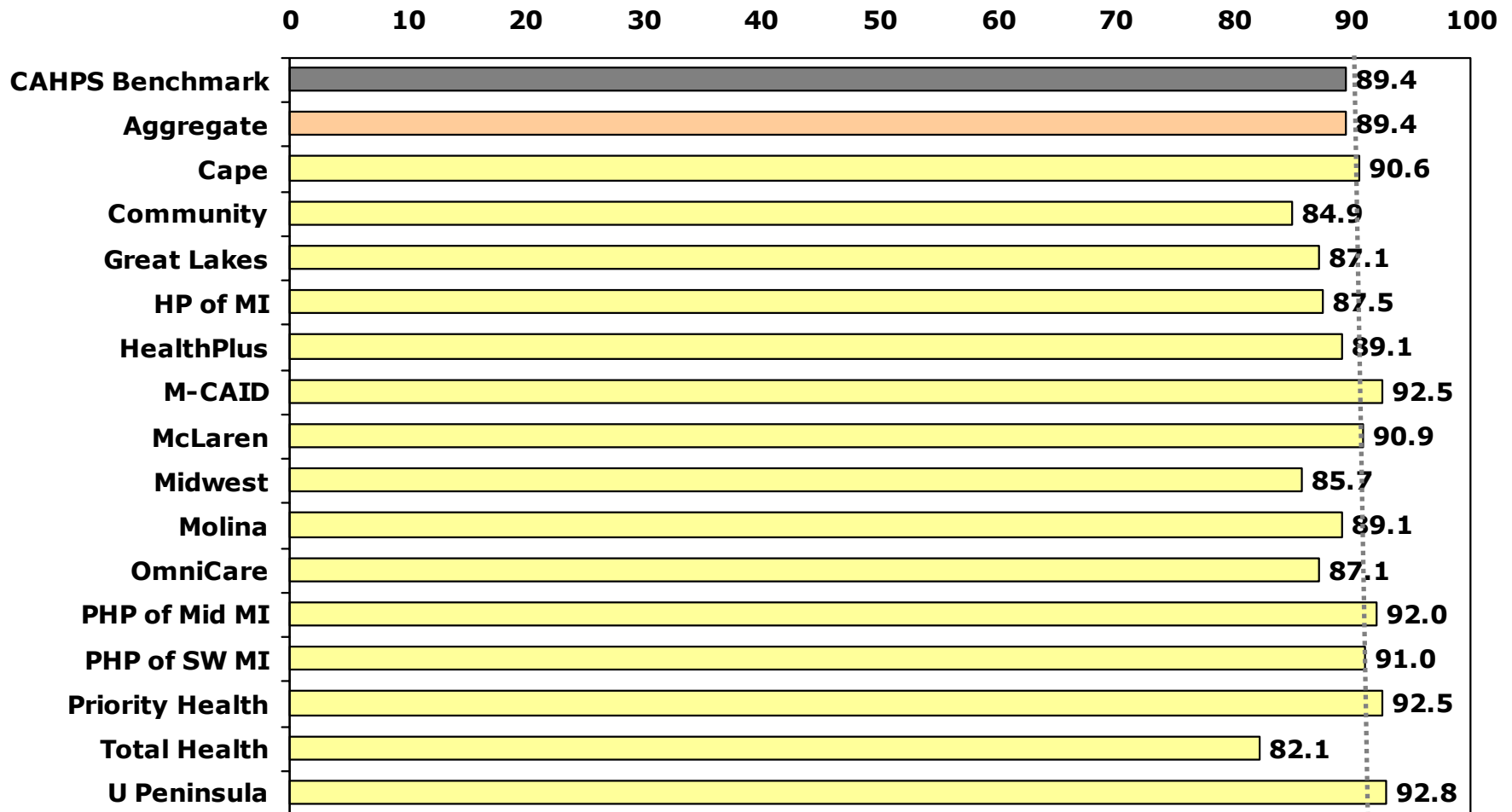
How Well Doctors Communicate

- The How Well Doctors Communicate composite measures how well providers listen, explain, spend enough time with, and show respect for what members have to say. The Summary Rate represents the percentage of members who responded “Usually” or “Always.” This composite includes the following survey items:
 - Doctors listening carefully to you
 - Doctors explaining things in an understandable way
 - Doctors showing respect for what you have to say
 - Doctors spending enough time with you

How Well Doctors Communicate - Adult



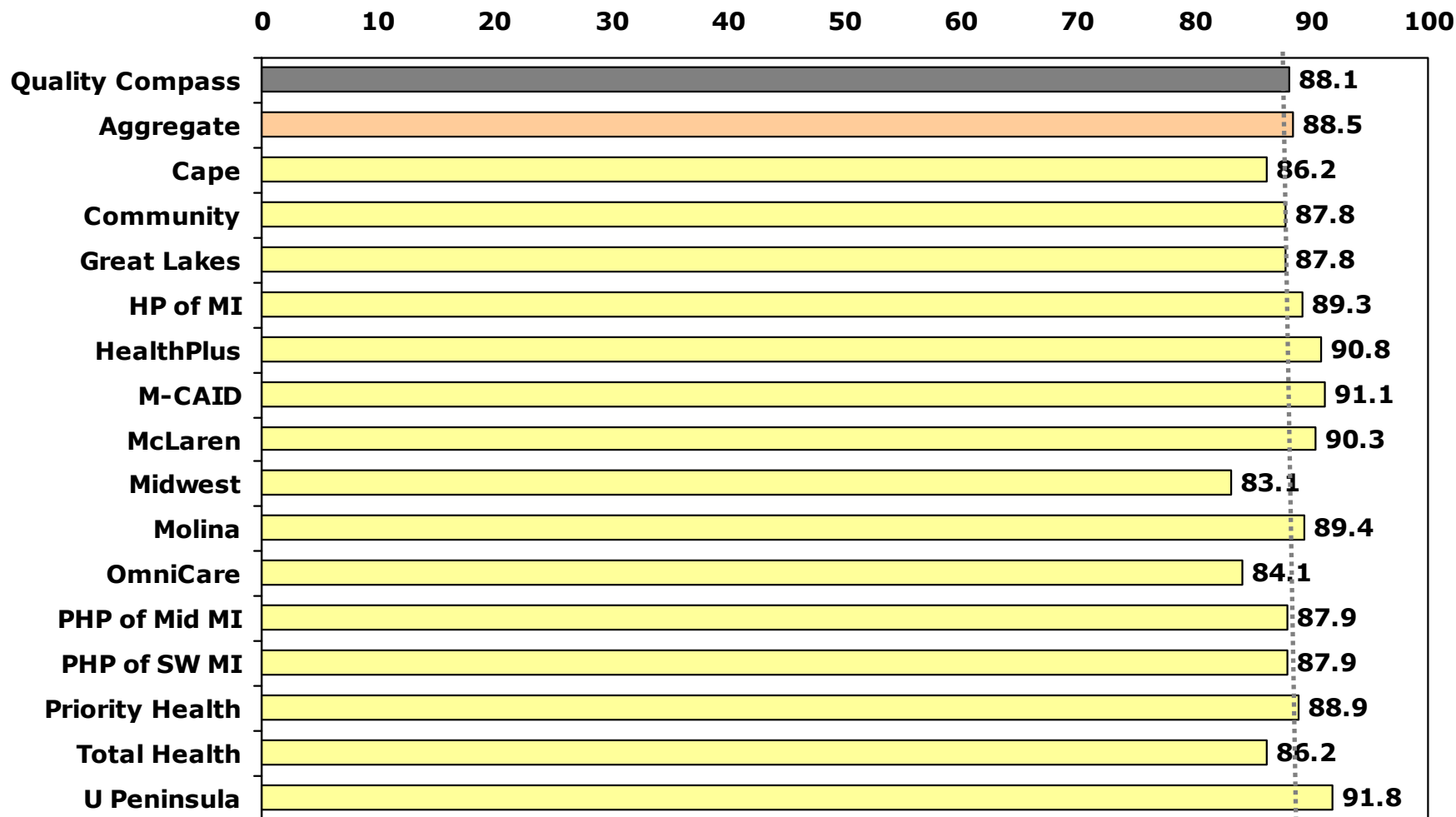
How Well Doctors Communicate - Child



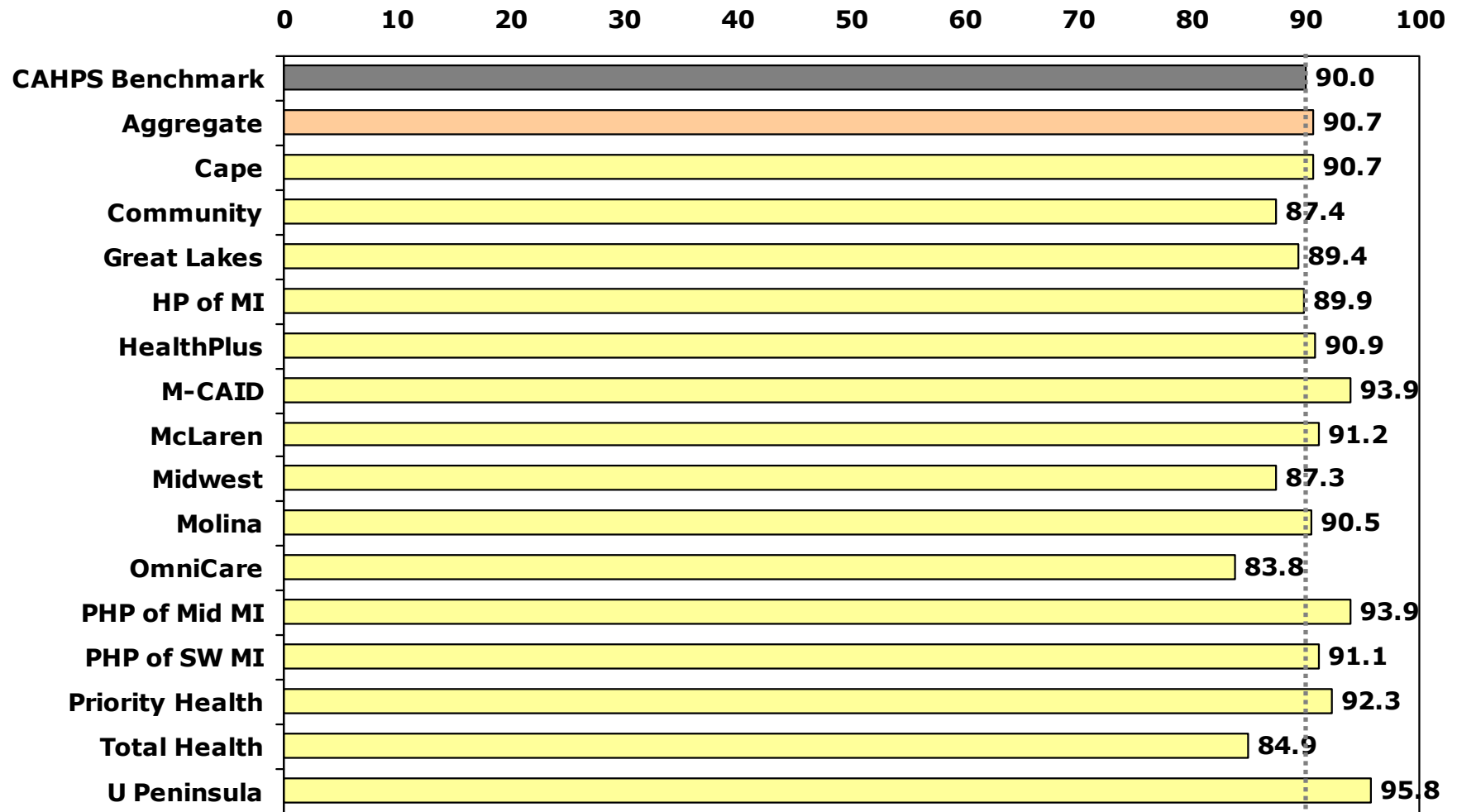
Courteous and Helpful Office Staff

- The Courteous and Helpful Office Staff composite measures the member's treatment by office staff in the last 6 months. The Summary Rate represents the percentage of members who responded "Usually" or "Always." This composite includes the following survey items:
 - Office staff treating you with courtesy and respect
 - Office staff as helpful as you thought they should be

Courteous and Helpful Office Staff - Adult



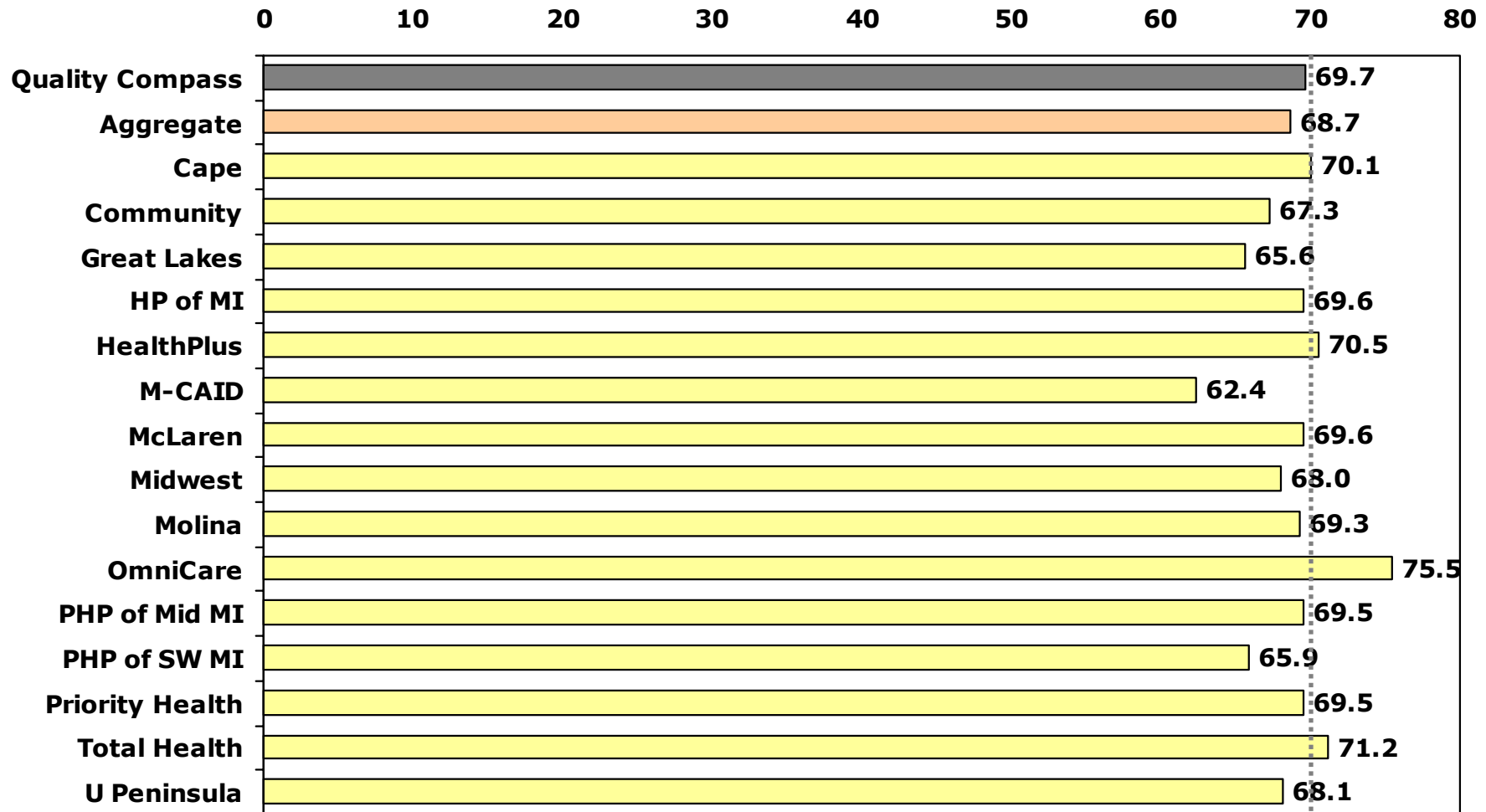
Courteous and Helpful Office Staff - Child



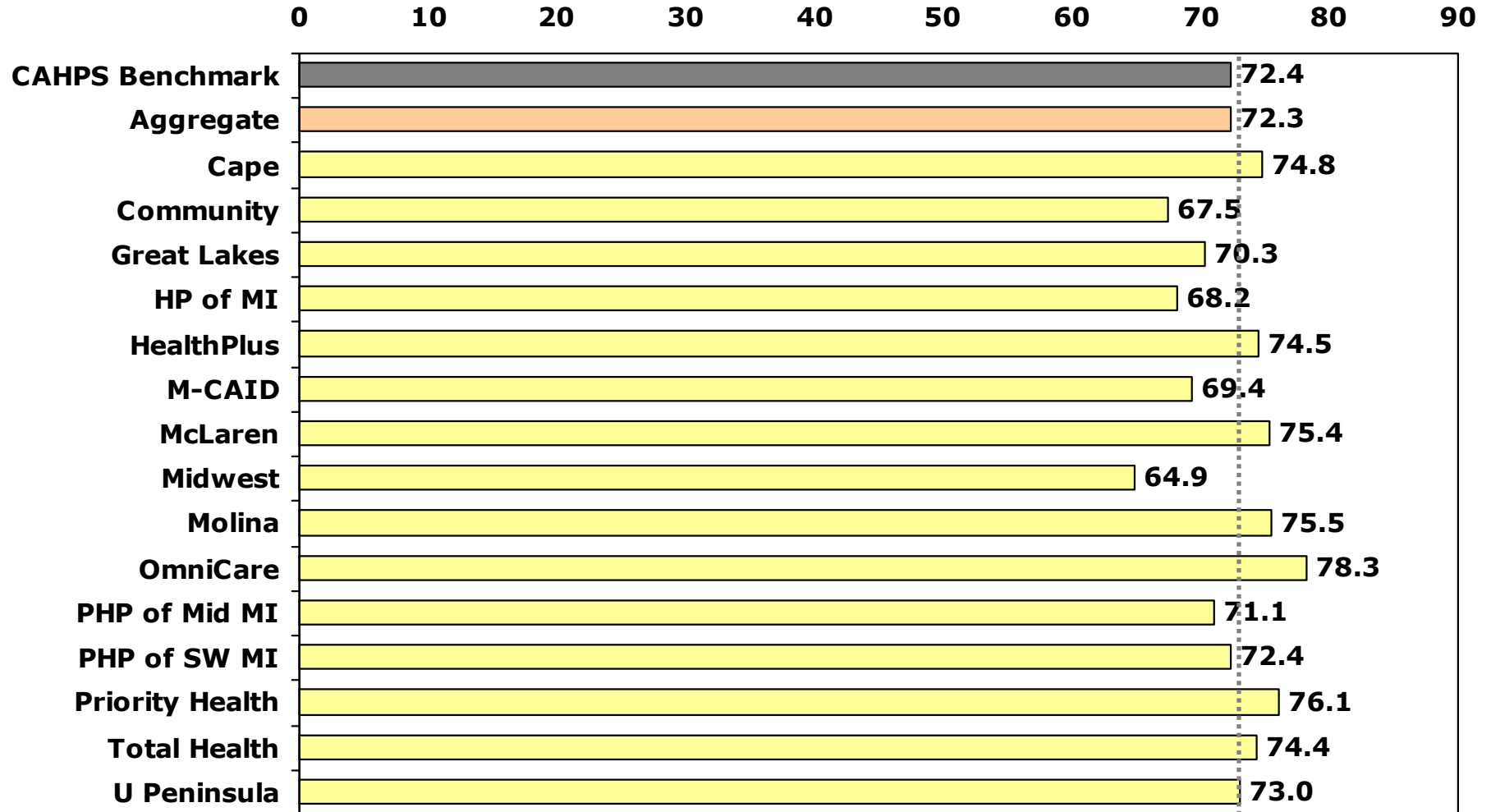
Customer Service

- The Customer Service composite measures how much of a problem it was for members to get information and help from Customer Service in the last 6 months. The Summary Rate represents the percentage of members who responded “Not a problem.” This composite includes the following survey items:
 - Finding/understanding information
 - Getting help when calling customer service

Customer Service - Adult



Customer Service - Child



Adult Plan Comparison: Composites

↑ indicates highest score

<u>Health Plan</u>	<u>Getting Needed Care</u>	<u>Getting Care Quickly</u>	<u>How Well Doctors Communicate</u>	<u>Courteous and Helpful Office Staff</u>	<u>Customer Service</u>
2004 Quality Compass	72.8%	71.7%	86.1%	88.1%	69.7%
Aggregate	71.5%	73.3%	85.6%	88.5%	68.7%
Cape	73.3%	71.7%	83.3%	86.2%	70.1%
Community Choice MI	68.8%	73.3%	87.3%	87.8%	67.3%
Great Lakes	67.2%	69.7%	82.3%	87.8%	65.6%
Health Plan of MI	69.5%	74.3%	83.5%	89.3%	69.6%
HealthPlus	77.1%	70.3%	87.0%	90.8%	70.5%
M-CAID	72.9%	73.0%	87.2%	91.1%	62.4%
McLaren	71.6%	75.2%	88.3%	90.3%	69.6%
Midwest	69.4%	69.6%	82.1%	83.1%	68.0%
Molina	72.9%	77.6%	87.0%	89.4%	69.3%
OmniCare	66.7%	64.7%	82.4%	84.1%	75.5%↑
PHP of Mid MI	69.1%	73.9%	85.5%	87.9%	69.5%
PHP of SW MI	70.3%	73.4%	86.4%	87.9%	65.9%
Priority	77.9%↑	76.7%	89.3%↑	88.9%	69.5%
Total Health Care	68.7%	69.4%	80.8%	86.2%	71.2%
Upper Peninsula	74.4%	80.8%↑	88.2%	91.8%↑	68.1%

Child Plan Comparison: Composites

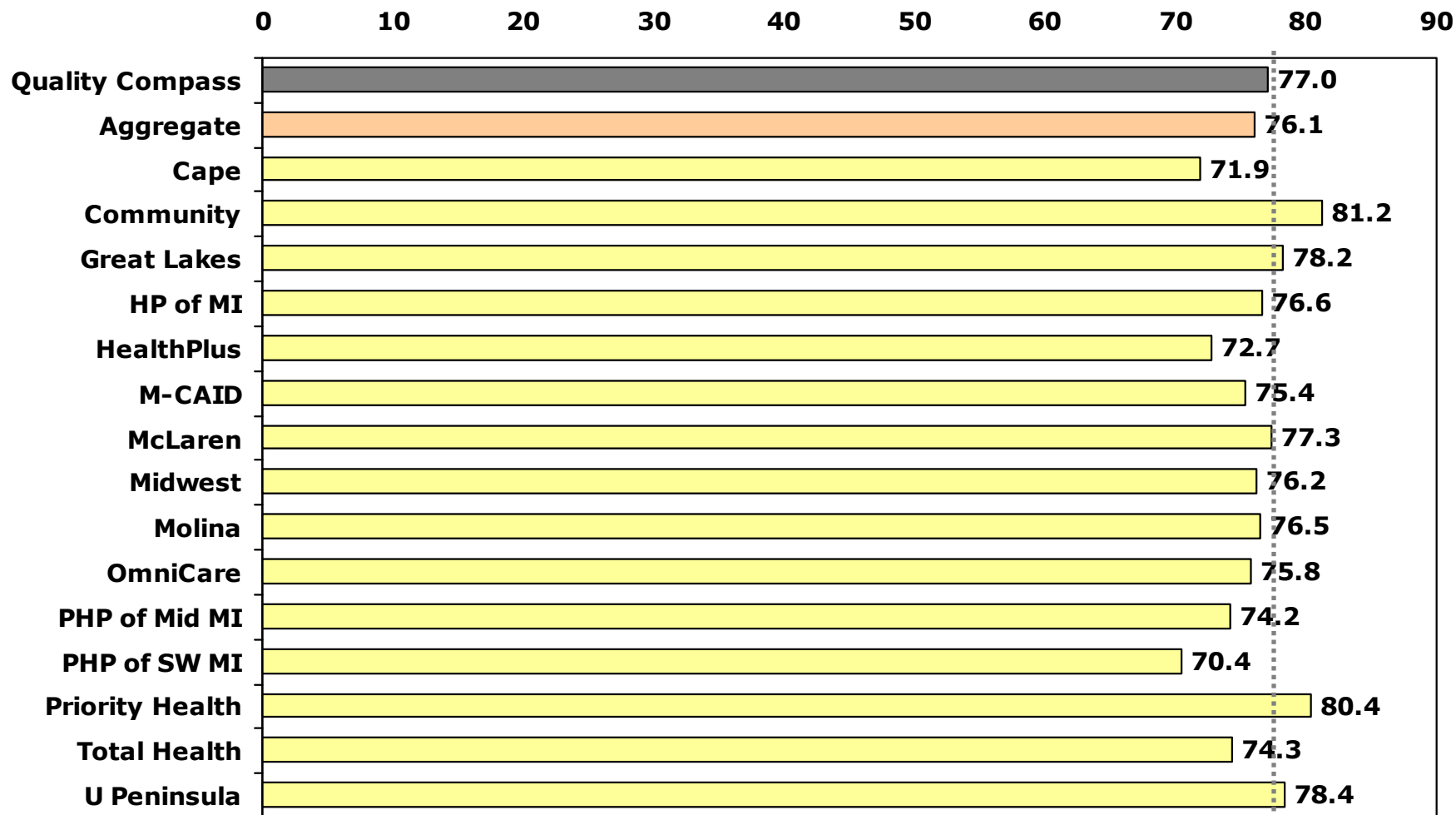
↑ indicates highest score

<u>Health Plan</u>	<u>Getting Needed Care</u>	<u>Getting Care Quickly</u>	<u>How Well Doctors Communicate</u>	<u>Courteous and Helpful Office Staff</u>	<u>Customer Service</u>
2004 CAHPS Benchmark	74.9%	77.4%	89.4%	90.0%	72.4%
Aggregate	77.8%	78.8%	89.4%	90.7%	72.3%
Cape	76.5%	78.8%	90.6%	90.7%	74.8%
Community Choice MI	71.5%	69.8%	84.9%	87.4%	67.5%
Great Lakes	77.0%	75.9%	87.1%	89.4%	70.3%
Health Plan of MI	79.0%	79.0%	87.5%	89.9%	68.2%
HealthPlus	80.2%	80.9%	89.1%	90.9%	74.5%
M-CAID	82.7%↑	84.7%↑	92.5%	93.9%	69.4%
McLaren	77.2%	79.5%	90.9%	91.2%	75.4%
Midwest	73.8%	75.1%	85.7%	87.3%	64.9%
Molina	76.9%	79.9%	89.1%	90.5%	75.5%
OmniCare	73.9%	67.8%	87.1%	83.8%	78.3%↑
PHP of Mid MI	76.9%	81.4%	92.0%	93.9%	71.1%
PHP of SW MI	80.9%	79.3%	91.0%	91.1%	72.4%
Priority	80.6%	81.6%	92.5%	92.3%	76.1%
Total Health Care	70.1%	72.6%	82.1%	84.9%	74.4%
Upper Peninsula	81.5%	84.5%	92.8%↑	95.8%↑	73.0%

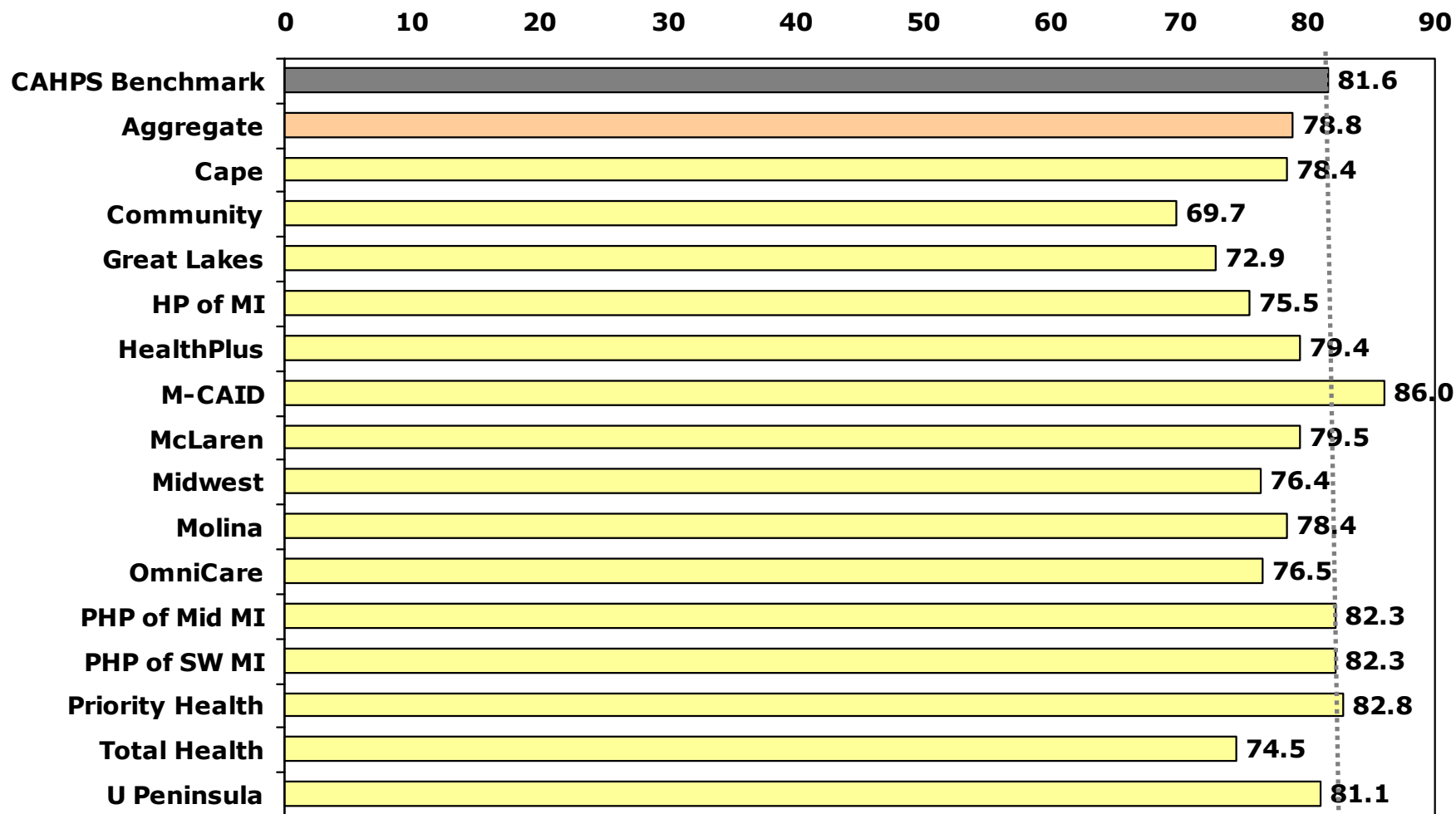
Rating Questions

- There are four questions with responses scaled 0 to 10 in the CAHPS 3.0H survey. Zero represents “worst possible” and 10 represents “best possible.” The Summary Rate represents the percentage of respondents who rated the question an 8, 9, or 10:
 - Rating of Doctor
 - Rating of Specialist
 - Rating of Health Care
 - Rating of Health Plan

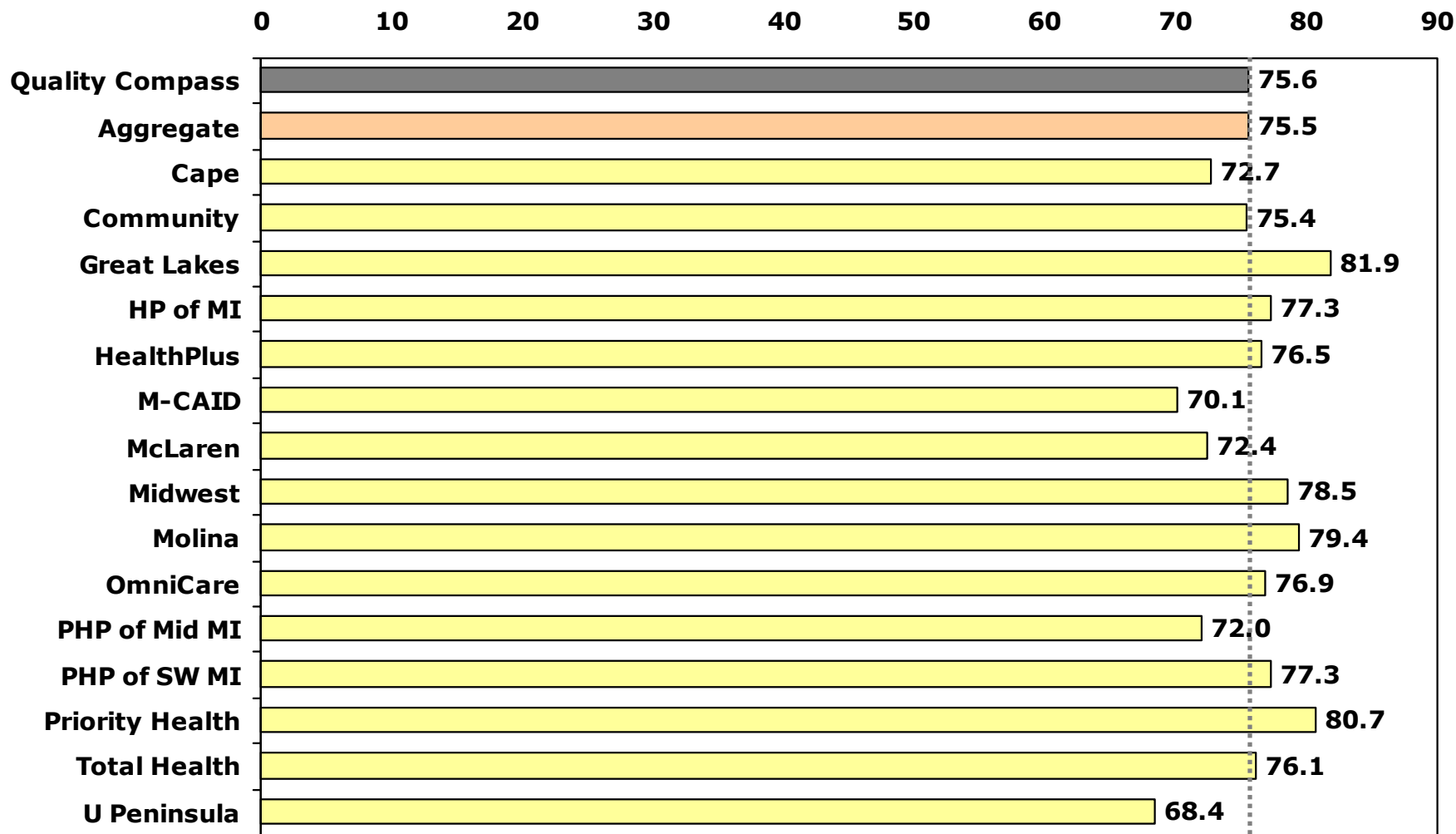
Rating of Personal Doctor - Adult



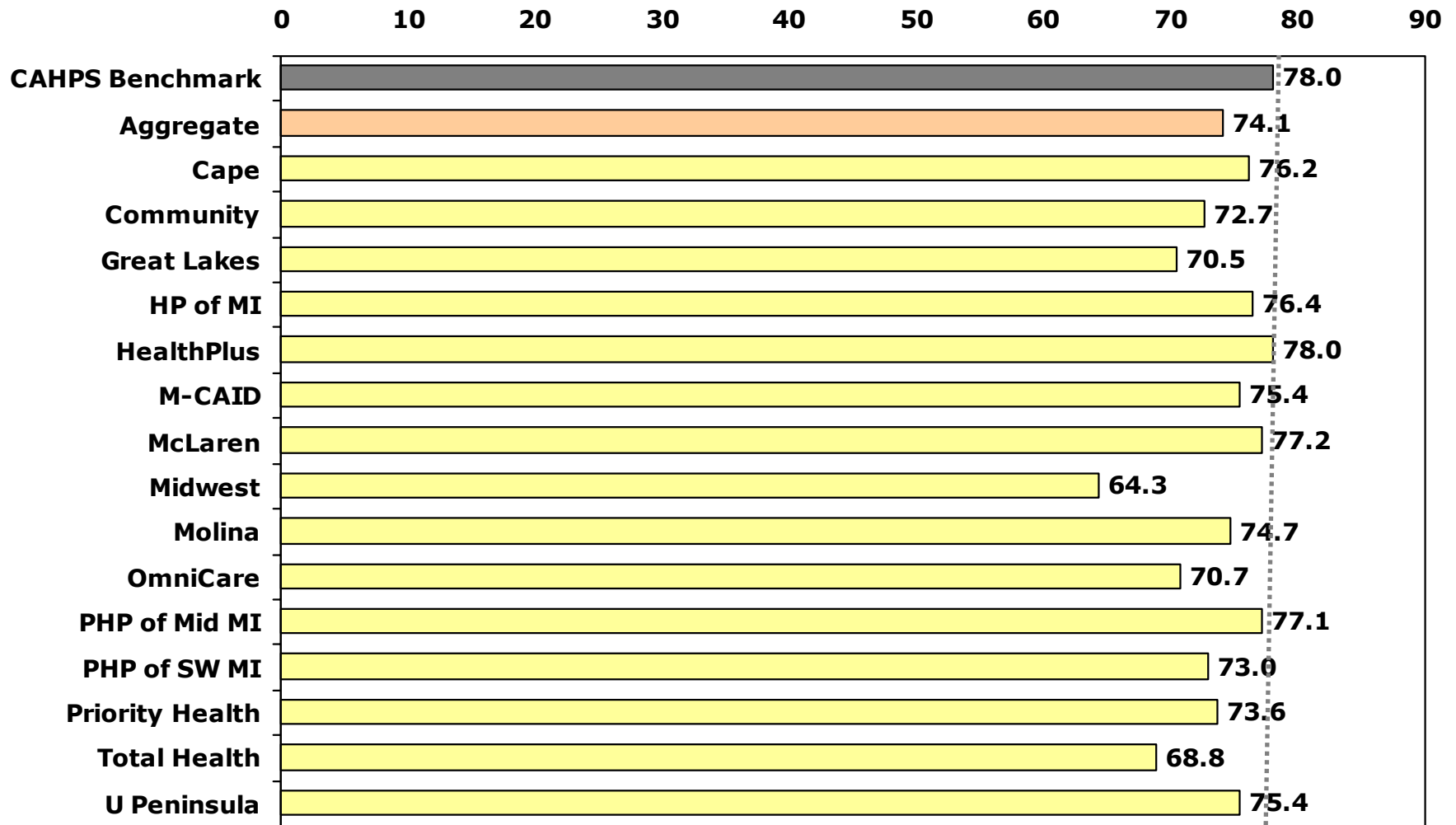
Rating of Personal Doctor - Child



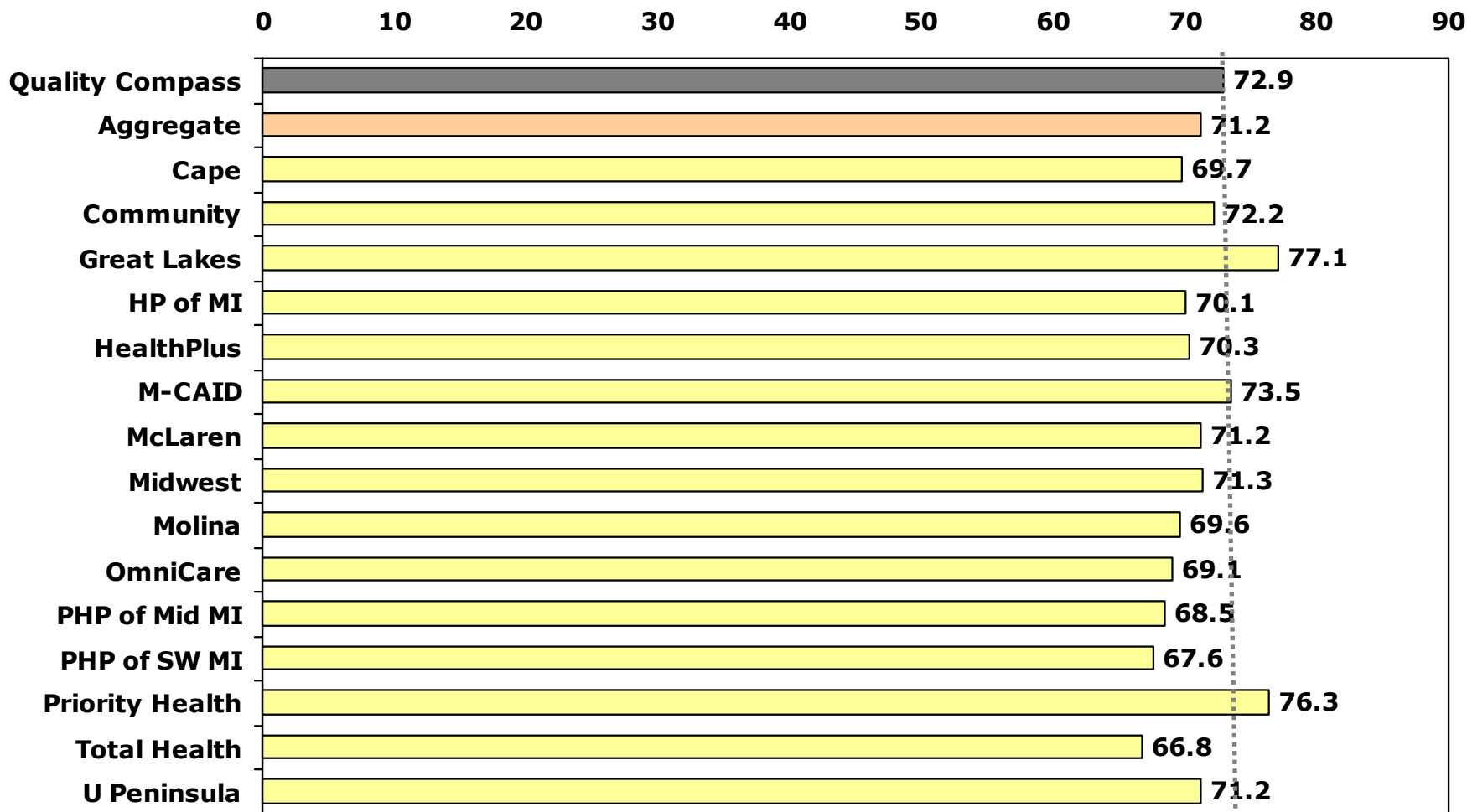
Rating of Specialist - Adult



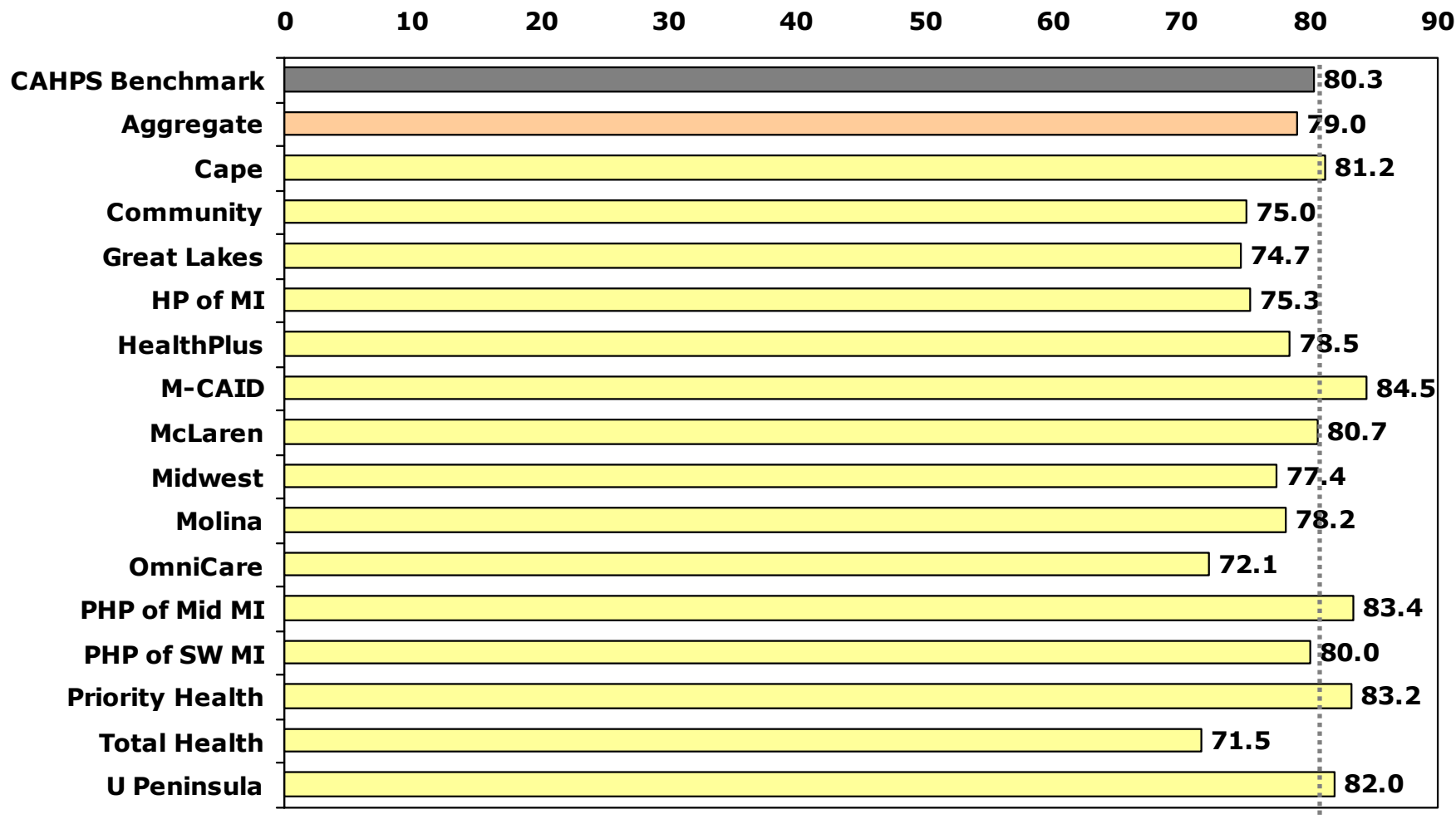
Rating of Specialist - Child



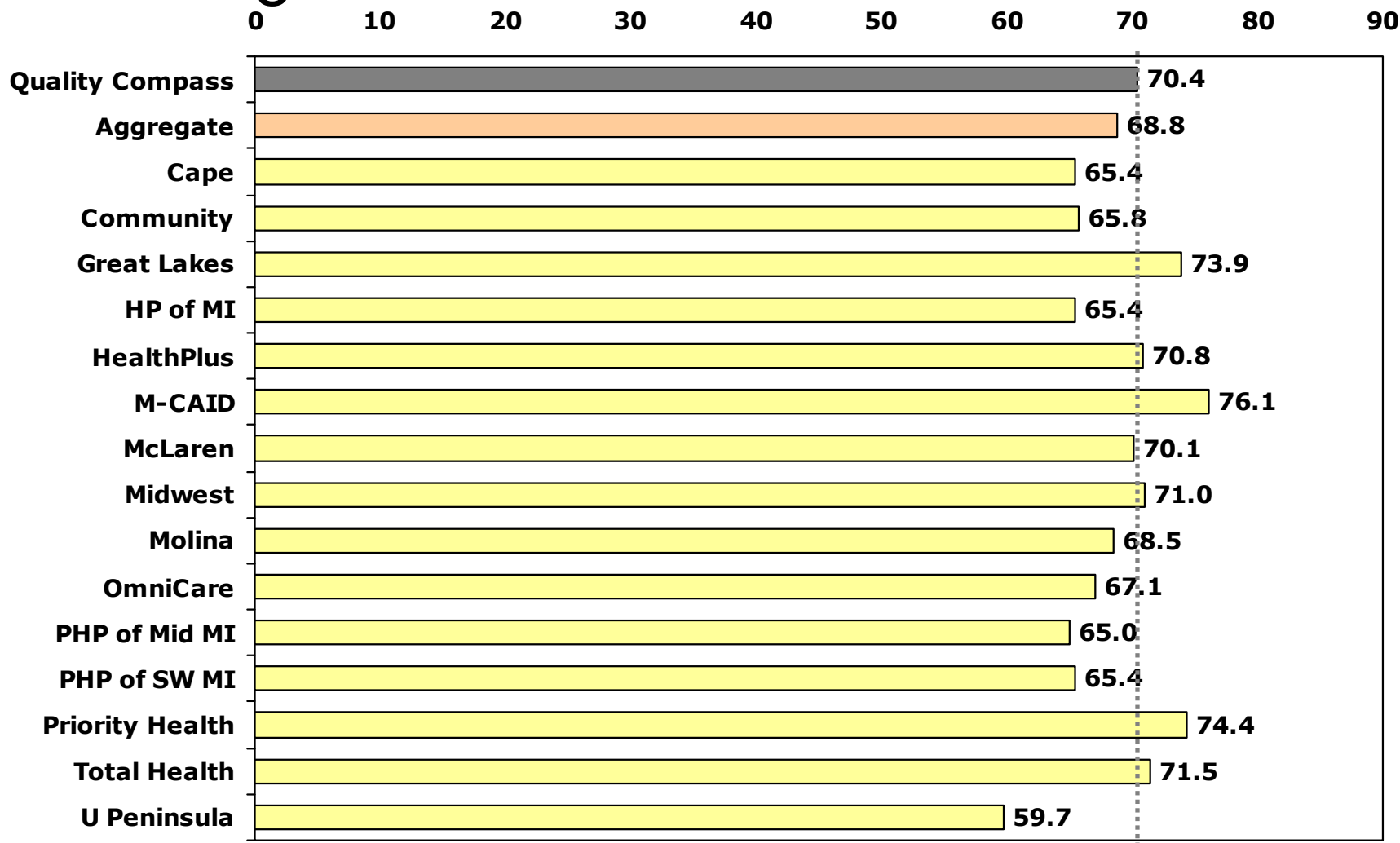
Rating of Health Care - Adult



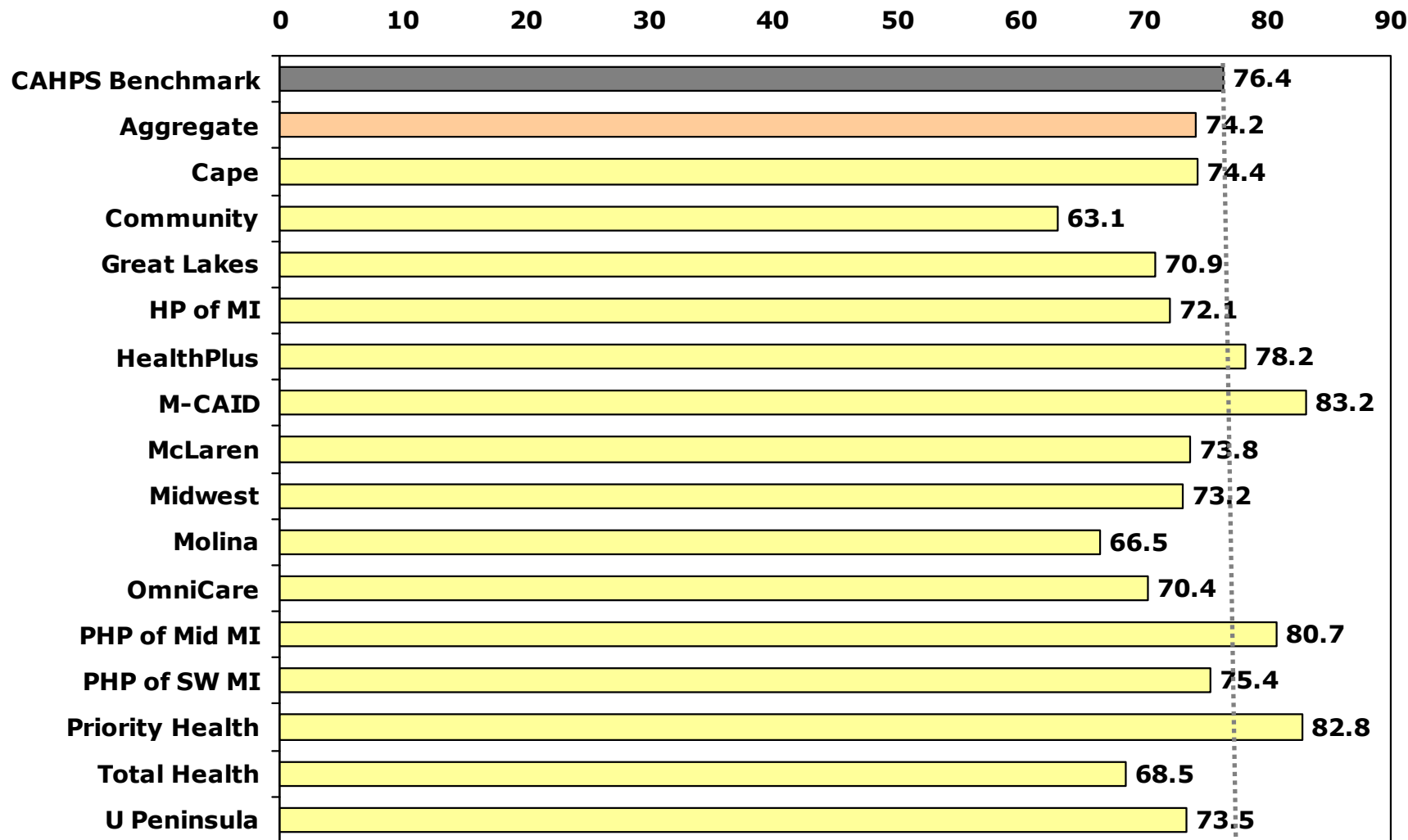
Rating of Health Care - Child



Rating of Health Plan - Adult



Rating of Health Plan - Child



↑ indicates highest score

Adult Plan Comparison: Rating Questions

<u>Health Plan</u>	<u>Rating of Doctor</u>	<u>Rating of Specialist</u>	<u>Rating of Health Care</u>	<u>Rating of Health Plan</u>
2004 Quality Compass	77.0%	75.6%	72.9%	70.4%
Aggregate	76.1%	75.5%	71.2%	68.8%
Cape	71.9%	72.7%	69.7%	65.4%
Community Choice MI	81.2%↑	75.4%	72.2%	65.8%
Great Lakes	78.2%	81.9%↑	77.1%	73.9%
Health Plan of MI	76.6%	77.3%	70.1%	65.4%
HealthPlus	72.7%	76.5%	70.3%	70.8%
M-CAID	75.4%	70.1%	73.5%	76.1%↑
McLaren	77.3%	72.4%	71.2%	70.1%
Midwest	76.2%	78.5%	71.3%	71.0%
Molina	76.5%	79.4%	69.6%	68.5%
OmniCare	75.8%	76.9%	69.1%	67.1%
PHP of Mid MI	74.2%	72.0%	68.5%	65.0%
PHP of SW MI	70.4%	77.3%	67.6%	65.4%
Priority	80.4%	80.7%	76.3%↑	74.4%
Total Health Care	74.3%	76.1%	66.8%	71.5%
Upper Peninsula	78.4%	68.4%	71.2%	59.7%

Child Plan Comparison: Rating Questions

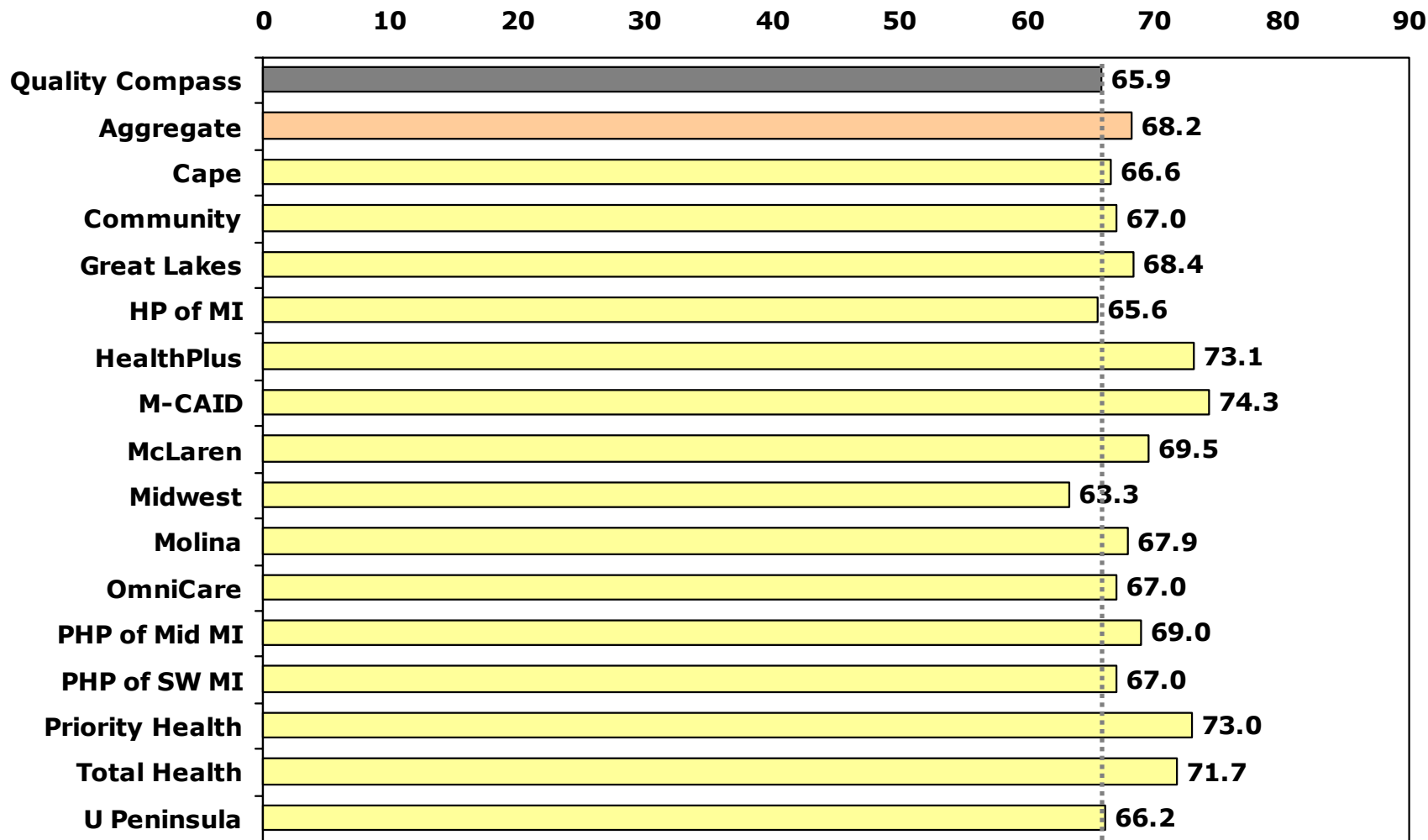
↑ indicates highest score

<u>Health Plan</u>	<u>Rating of Doctor</u>	<u>Rating of Specialist</u>	<u>Rating of Health Care</u>	<u>Rating of Health Plan</u>
2004 CAHPS Benchmark	81.6%	78.0%	80.3%	76.4%
Aggregate	78.8%	74.1%	79.0%	74.2%
Cape	78.4%	76.2%	81.2%	74.4%
Community Choice MI	69.7%	72.7%	75.0%	63.1%
Great Lakes	72.9%	70.5%	74.7%	70.9%
Health Plan of MI	75.5%	76.4%	75.3%	72.1%
HealthPlus	79.4%	78.0%↑	78.5%	78.2%
M-CAID	86.0%↑	75.4%	84.5%↑	83.2%↑
McLaren	79.5%	77.2%	80.7%	73.8%
Midwest	76.4%	64.3%	77.4%	73.2%
Molina	78.4%	74.7%	78.2%	66.5%
OmniCare	76.5%	70.7%	72.1%	70.4%
PHP of Mid MI	82.3%	77.1%	83.4%	80.7%
PHP of SW MI	82.3%	73.0%	80.0%	75.4%
Priority	82.8%	73.6%	83.2%	82.8%
Total Health Care	74.5%	68.8%	71.5%	68.5%
Upper Peninsula	81.1%	75.4%	82.0%	73.5%

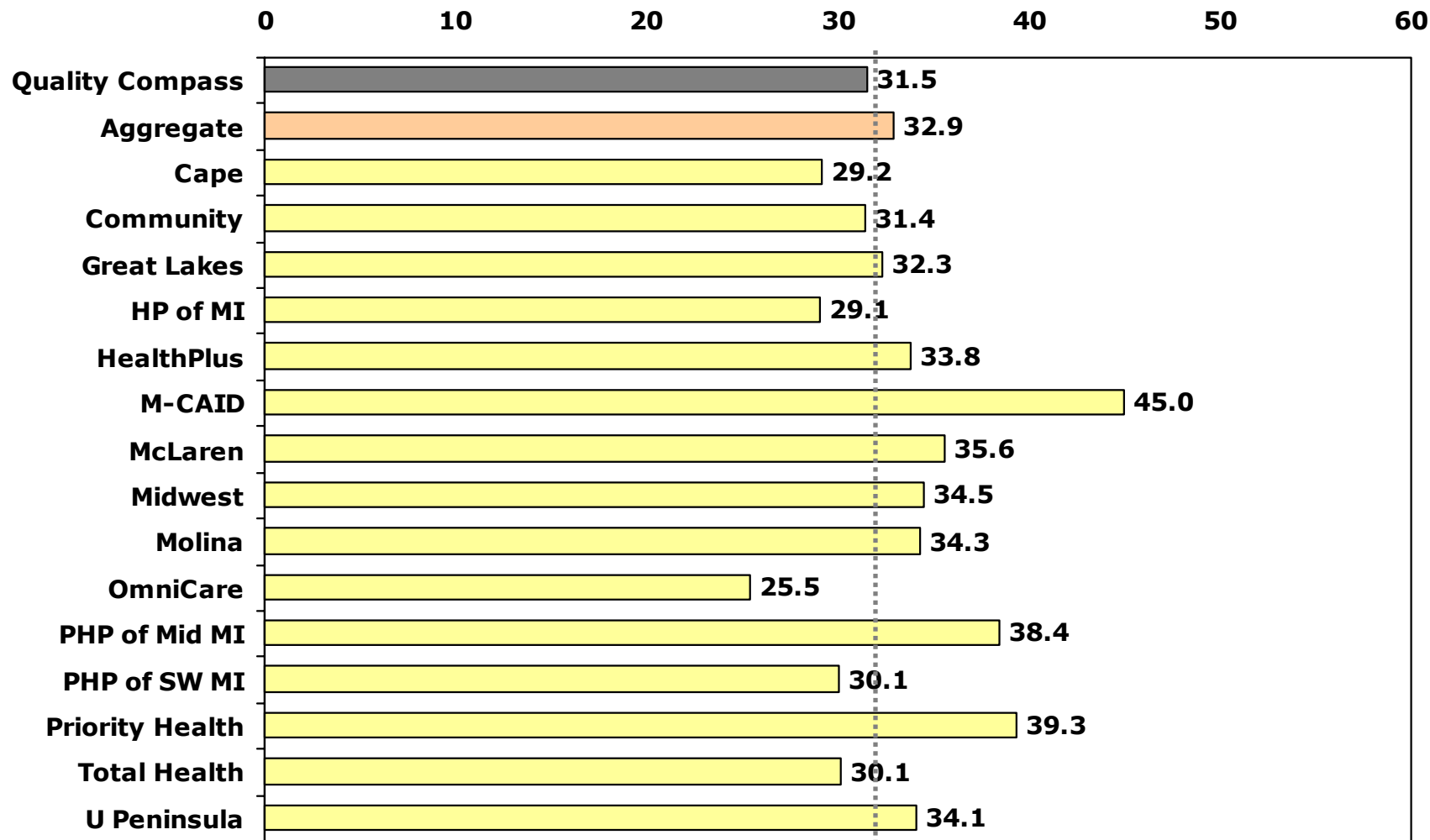
Medical Assistance with Smoking Cessation

- This measure evaluates three components:
1) the percentage of smokers or recent quitters who received advice to quit smoking from their practitioner 2) the percentage whose practitioner discussed smoking cessation medications and 3) the percentage whose practitioner discussed smoking cessation strategies. The Summary Rate is a rolling average of two years of data.

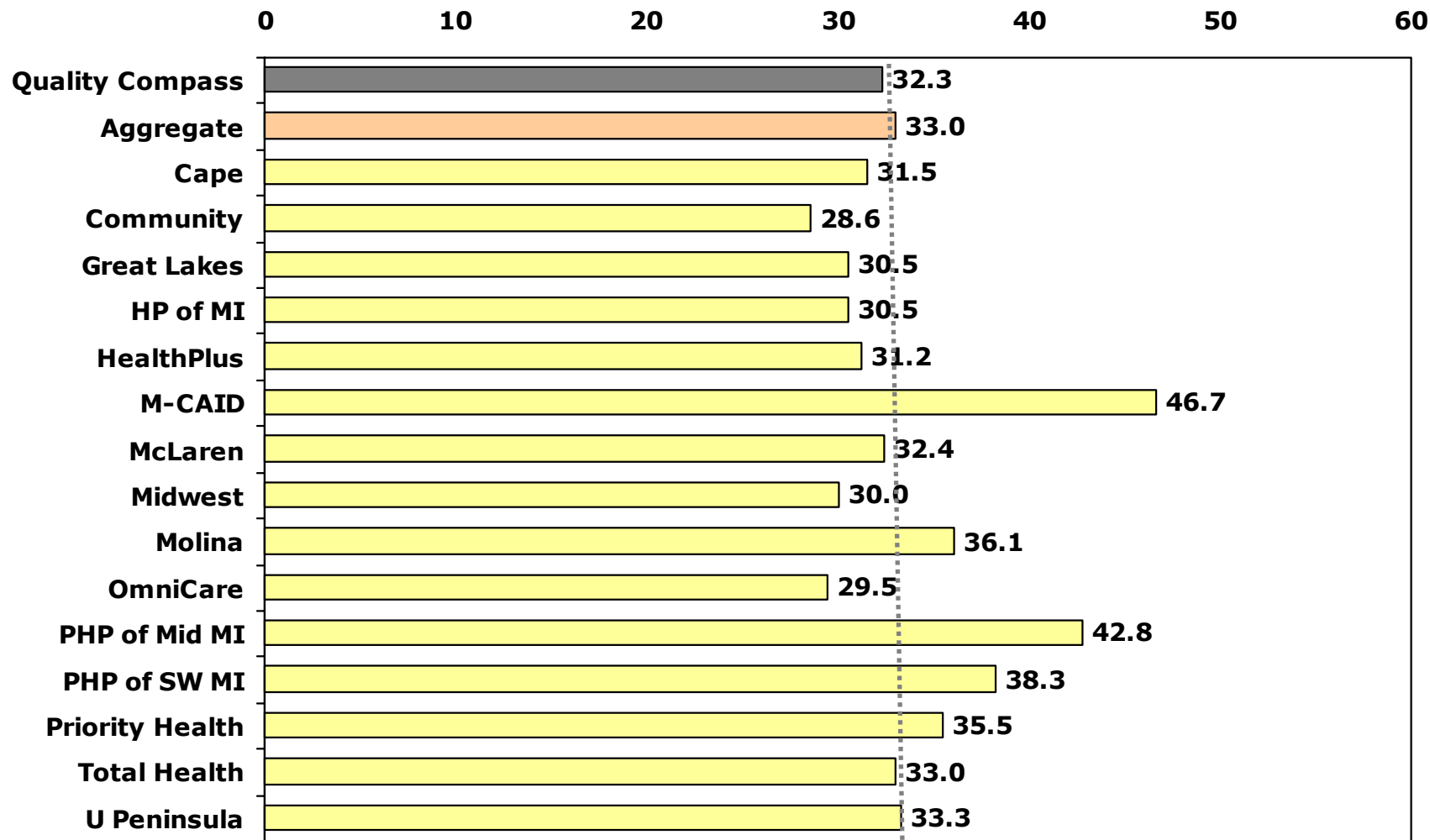
Advising Smokers to Quit (ASTQ)



Smoking Cessation - Medications



Smoking Cessation - Strategies

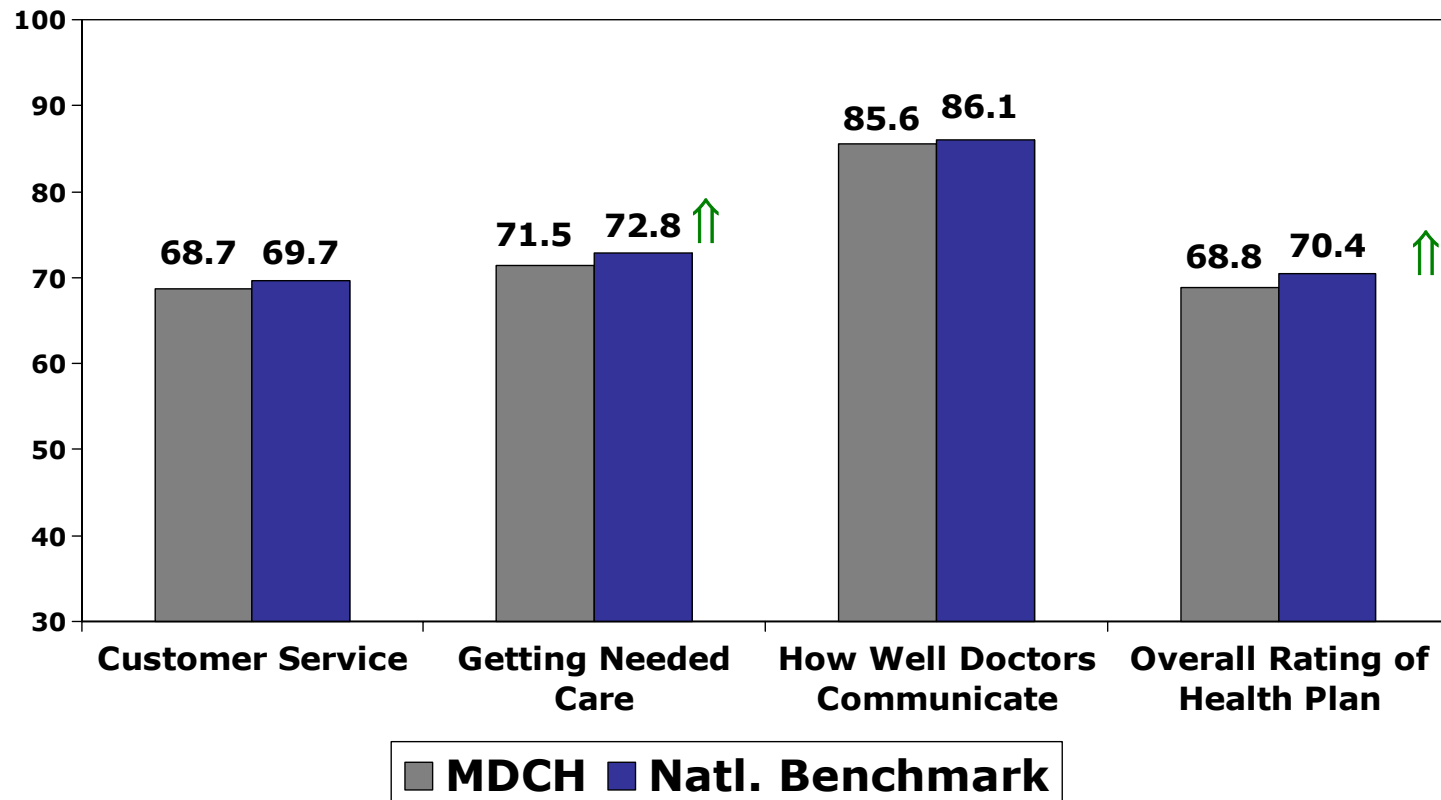


Key Drivers of Health Plan Rating - Adult

- Some composites will impact the overall health plan rating among your health plan members more than others and are considered Key Drivers.
- Key Drivers are those health plan service areas that are positively tied to overall rating of health plan.
- Three composites have been identified as Key Drivers based on regression analysis of the Myers Group Book of Business for Medicaid adult plans:
 - Customer Service
 - Getting Needed Care
 - How Well Doctors Communicate

Key Driver Comparison to National Benchmark - Adult

↑ indicates significant difference

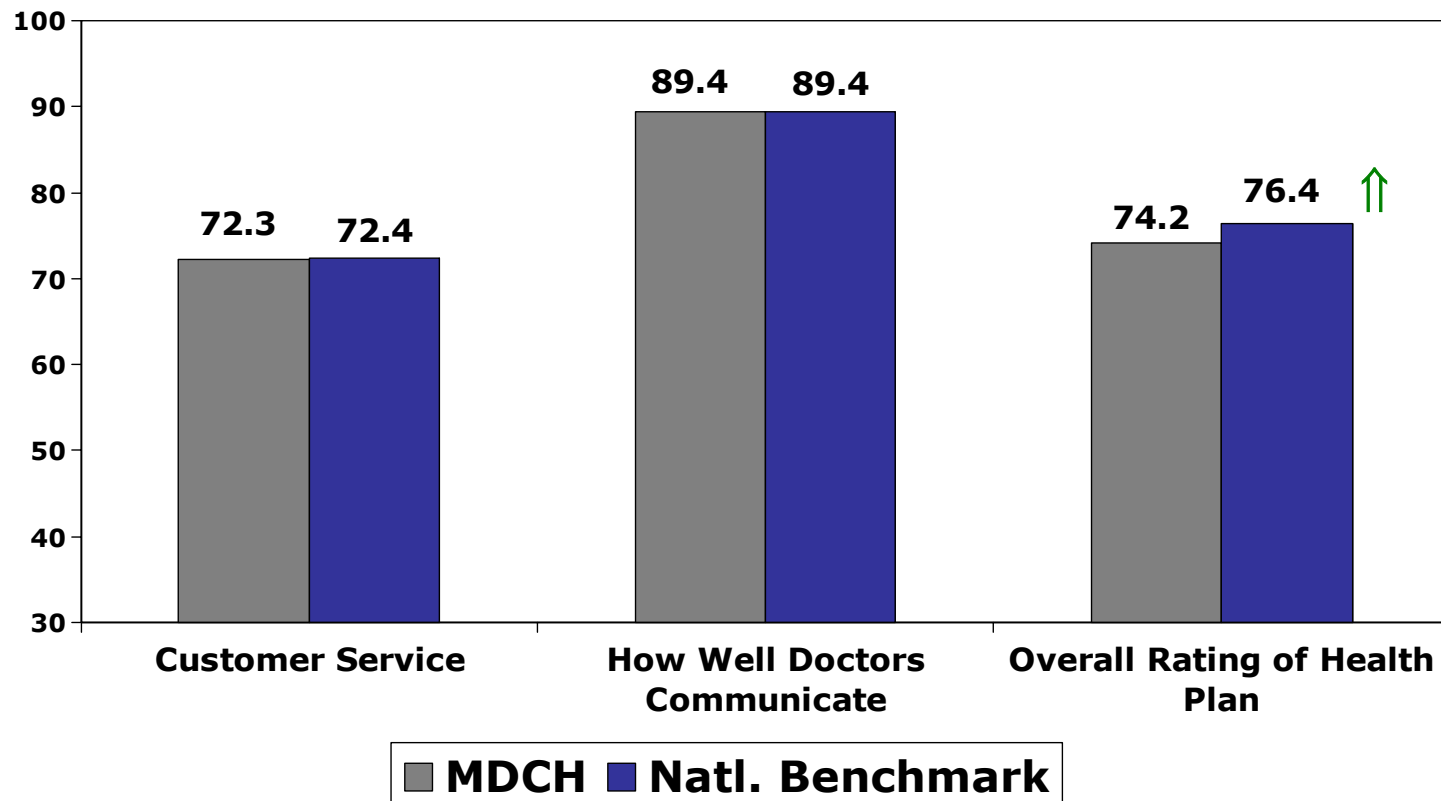


Key Drivers of Health Plan Rating - Child

- Two composites have been identified as Key Drivers based on regression analysis of the Myers Group Book of Business for Medicaid child plans:
 - Customer Service
 - How Well Doctors Communicate

Key Driver Comparison to National Benchmark - Child

↑ indicates significant difference



Conclusions/Recommendations

- When compared to the national benchmark, the MDCH adult aggregate scores significantly higher in the composite area of **Getting Care Quickly**. The MDCH adult aggregate scores significantly lower in the composite area of **Getting Needed Care**.
- The MDCH adult aggregate scores significantly lower in Overall **Rating of Health Care** and Overall **Rating of Health Plan**.

Conclusions/Recommendations (cont'd)

- When compared to the national benchmark, the MDCH child aggregate scores significantly higher in the composite areas of **Getting Care Quickly** and **Getting Needed Care**.
- **The MDCH child aggregate scores significantly lower in each of the four rating areas.**

Conclusions/Recommendations (cont'd)

- In an effort to improve member's satisfaction with their health plan, MDCH plans should focus on the areas of **Customer Service** and **How Well Doctors Communicate**. Analysis shows these areas to be most closely associated with member satisfaction among both adult and child survey results.
- Additionally, the area of **Getting Needed Care** shows to be closely tied to member's satisfaction among adult respondents.